

Pub 100-08 Medicare Program Integrity

Centers for Medicare &
Medicaid Services (CMS)

Transmittal 132

Date: NOVEMBER 18, 2005

CHANGE REQUEST 4141

**SUBJECT: New Process for Web Maintenance of Provider Enrollment Contractor
Contact Information**

I. SUMMARY OF CHANGES: This change request revises the process for maintaining contractor provider enrollment contact information.

NEW/REVISED MATERIAL

EFFECTIVE DATE: December 19, 2005

IMPLEMENTATION DATE: December 19, 2005

Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revised information only, and not the entire table of contents.

II. CHANGES IN MANUAL INSTRUCTIONS:

R = REVISED, N = NEW, D = DELETED

R/N/D	CHAPTER / SECTION / SUBSECTION / TITLE
R	10/23/Web site

III. FUNDING:

No additional funding will be provided by CMS; contractor activities are to be carried out within their FY 2006 operating budgets.

IV. ATTACHMENTS:

Business Requirements

Manual Instruction

**Unless otherwise specified, the effective date is the date of service.*

Attachment - Business Requirements

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SUBJECT: New Process for Web Maintenance of Provider Enrollment Contractor Contact Information

I. GENERAL INFORMATION

A. Background: To ensure accuracy of the contact information contained on CMS' Provider Enrollment Web site, contractors were required to review and provide updates on a quarterly basis. The CMS Provider/Supplier Enrollment Web site will no longer maintain contractor specific, provider enrollment contact information. The Web site will contain a Web address for each contractor where a provider/supplier may visit to obtain provider enrollment contact information for the individual contractor.

This change request revises the process for the maintenance of provider enrollment contact information by establishing direct links from the CMS Provider/Supplier Enrollment Web site to the individual contractor Web sites and eliminating the need for the contractors to report quarterly to CMS. This change will make individual contractors responsible for their contact information, improve the accuracy of this information, and eliminate a reporting requirement.

B. Policy: N/A

II. BUSINESS REQUIREMENTS

"Shall" denotes a mandatory requirement

"Should" denotes an optional requirement

Requirement Number	Requirements	Responsibility (“X” indicates the columns that apply)								
		F I	R H I	C a r r i e r	D M E R C	Shared System Maintainers				Other
						F I S S	M C S	V M S	C W F	
4141.1	Contractors shall no longer review or provide updates quarterly to their contact information on the CMS Provider Enrollment Web site.	X	X	X						
4141.2	All contractors shall submit, to the CMS Provider Enrollment Webmaster, a Web address that links directly to the individual contractor Web site with access to provider enrollment contact information.	X	X	X						

4141.3	At a minimum, the link furnished to the CMS Provider Enrollment Webmaster shall contain the contractors' name, mailing address, and customer service toll-free provider telephone number for your service jurisdiction (e.g., State).	X	X	X					
4141.4	CMS shall be notified promptly of any changes to the web address to ensure that CMS Web site information is kept current and accurate.	X	X	X					

III. PROVIDER EDUCATION

Requirement Number	Requirements	Responsibility (“X” indicates the columns that apply)								
		F I	R H I	C a r r i e r	D M E R C	Shared System Maintainers				Other
						F I S S	M C S	V M S	C W F	
	None.									

IV. SUPPORTING INFORMATION AND POSSIBLE DESIGN CONSIDERATIONS

A. Other Instructions: N/A

X-Ref Requirement #	Instructions

B. Design Considerations: N/A

X-Ref Requirement #	Recommendation for Medicare System Requirements

C. Interfaces: N/A

D. Contractor Financial Reporting /Workload Impact: N/A

E. Dependencies: N/A

F. Testing Considerations: N/A

V. SCHEDULE, CONTACTS, AND FUNDING

Effective Date*: December 19, 2005 Implementation Date: December 19, 2005 Pre-Implementation Contact(s): Michellene Roberts Post-Implementation Contact(s): Michellene Roberts	No additional funding will be provided by CMS; contractor activities are to be carried out within their FY 2006 operating budgets.
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23 - Web Site

(Rev. 132, Issued: 11-18-05; Effective/Implementation: 12-19-05)

Contractors must provide a link to the CMS Provider/Supplier Enrollment Web site located at <http://www.cms.hhs.gov/providers/enrollment/>. Make the link available on the contractor's existing provider outreach Web site (which should be an established subdomain of the contractor's current commercial Web site) and it must comply with the guidelines stated in the Provider/Supplier Information and Education Web site section—(Activity Code 14101) under the Provider Communications Budget and Performance Requirements. Bulletins, newsletters, seminars/workshops and other information concerning provider enrollment issues should also be made available on the existing provider outreach Web site.

The CMS Provider/Supplier Enrollment Web site, <http://www.cms.hhs.gov/providers/enrollment/>, furnishes the user with access to provider/supplier enrollment forms, specific requirements for provider/supplier types, manual instructions, troubleshooting, contact information, hot topics, and other pertinent provider/supplier information. Do not duplicate content already provided at the CMS provider/supplier enrollment Web site. Do not reproduce the forms or establish the contractor's own links to forms. Link directly to the forms section of the CMS Provider/Supplier Enrollment site at <http://www.cms.hhs.gov/providers/enrollment/forms/>.

Contractors must review, for accuracy, the areas of their respective Web sites that pertain to Provider Enrollment. This is imperative because Web sites that contain the CMS logo, as do most contractor Web sites, should contain useable, accurate and current information in accordance with the agency's initiative. Further, contractor Web sites must comply with Section 508 of the Rehabilitation Act of 1973 in accordance with the Code of Federal Regulations, 36 CFR §1194 and must comply with CMS' contractor Web site Standards and Guidelines posted at <http://www.cms.hhs.gov/about/web/contractors.asp>. To learn more about Section 508 requirements and to obtain guidance, refer to <http://www.cms.hhs.gov/about/web/section508/>.

To ensure that we provide reliable and accurate contact information and to reduce the quarterly reporting requirement, the CMS Provider/Supplier Enrollment Web site will link directly to contractor established provider enrollment contact information. All contractors shall submit, to the CMS Provider Enrollment Webmaster, a Web address that links directly to the individual contractor Web site with access to provider enrollment contact information. At the very least, the provider/supplier community should be able to access the name, mailing address, and customer service toll-free provider telephone number for your service jurisdiction (e.g., State). All contractors shall submit, to the CMS Provider Enrollment Webmaster, a Web address that links directly to the required data elements. All links shall be kept current and accurate. This information along with any future updates to the link can be forwarded directly to the CMS Provider Enrollment Webmaster.